

Title X Family Planning Bill of Rights for Clients

We are pleased you have chosen to come to our clinic.

We want to provide you with low-cost, quality care. The following is our commitment to you:

Privacy A private space will be provided for counseling and services.

Respect You will be treated with **consideration and respect**.

Confidentiality Personal information will stay confidential, including care, treatment, and personal records, except when it is required by law to report information such as physical or sexual abuse of minors, physical signs of domestic violence and positive results for some sexually transmitted infections.

Access Care will be provided regardless of number of pregnancies, marital status, birth control preference, source of payment, race, creed, color, ethnicity, national origin, residency status, religion, sex, sexual orientation, gender, gender expression, age, height, weight, physical or mental ability and veteran status. You are also not required to be referred by a physician to receive Family Planning services.

Information

- You will be told about your medical care and treatment plan in a way you can understand, in a language you can understand. **If needed, interpreters will be provided at no cost.**
- You will be told about where to go for services in an emergency or if the clinic is closed.
- You should ask questions if you don't understand.
- You will be told about any fees charged for services.

Voluntary Participation and Choice

- Services are provided on a voluntary basis.
- Family planning services are not a prerequisite to receive other services at the clinic.
- You may decide freely whether to use birth control and which methods to use.

Charges, Billing, and Collections

- **If you have insurance (Medicaid or private)**, please talk with the clinic intake staff about your coverage to **see if your visit can be covered by insurance**. If confidentiality is a concern, this Title X clinic is required to waive insurance payment.
- **A sliding fee scale**, based on the cost of services, is used to determine your fees. The amount you are charged depends on how much money you earn and how many people you support.
- Using a sliding fee scale allows us to provide care at much lower cost to you than other healthcare offices. **You cannot be denied birth control services because you cannot pay.**
- **If you are under 18, your fees are based only on the income available**, either your family income or your own income.
- **If your income is at or below 100%** of the federal poverty level, you will not be charged or billed for covered family planning clinic services related to your birth control method.
- **You may be billed and are responsible for the cost of services that are not covered by the family planning program.** This could include non-Title X services such as colposcopy, HIV testing, Chlamydia testing for clients not at risk, as well as complications resulting from Title X procedures, side effects from medications, etc.
- **Family planning clinics** receive some state and federal dollars to help pay for your care here. However, government funding has not kept up with our expenses. **Your donations are very important** and help keep our clinic open and this care available. We appreciate your donations, no matter how much you can give.